

J @Home Platform

Frequently Asked Questions

ONLINE PROGRAMS



Q: Where do I login to the J @Home platform?

A: You can also find this page linked from the homepage. www.erjchouston.org/JatHome. You can also find this page linked from the homepage.

Q: How do I login?

A: If you've already got a login for our registration system or ticket platform, you'll use that same username and password. If you don't have an account yet, you can create your own account at www.erjchouston.org/JatHome and click "Create Account" just below the login button. If you're already in our system, when you enter your email and date of birth, it will connect your account to your existing contact record, otherwise it will create a new account for you.

**Note that if you are in the system and we don't have a date of birth associated with your account, or if your email is used on multiple contact records, you may get an error and be asked to verify your info with us. You can email us at membership@erjchouston.org if you get this message and we'll help you out right away.*

Q: Where do I find my classes, programs and events?

A: When you login to erjchouston.org/JatHome, you'll see on all your available upcoming live programs. These can be fitness classes that are coming up for our fitness center members, classes you've registered for or events you've purchased tickets for. You can also browse prerecorded content by selecting the other tabs such as Fitness, Arts & Ideas or Family to see events in those categories.

Q: What if I don't see my live event as expected?

A: Email us at membership@erjchouston.org and we'll look into it right away.

Q: Where do I find the archived content from the website that I was used to?

A: All online content from prior to Sept 7, 2020, is still available by visiting www.erjchouston.org/virtual